

**Study
Note
98-05**

Multinational Force and Observers (MFO) Telephone Interview Follow-Up Survey Methods

H. John Rauch
Westat

David Becher
Westat

Violet Lang
Westat

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EDGAR M. JOHNSON
Director

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Technical review by

Walter R. Schumm
Ronald B. Tiggie

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H. John Rauch

Westat

David Becher

Westat

Violet Lang

Westat

**Organization and Personnel Resources Research Unit
Paul A. Gade, Chief**

U.S. Army Research Institute for the Behavioral and Social Sciences
5001 Eisenhower Avenue, Alexandria, Virginia 22333-5600

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FOREWORD

The U.S. Army Research Institute for the Behavioral and Social Sciences (ARI) contracted with the Human Resources Research Organization (HumRRO) and Westat to conduct telephone interviews with members of the Multinational Force and Observers (28th rotation) and their spouses. The telephone interviews were completed as a follow-up to an earlier series of mail-based surveys conducted by ARI.

This report describes the extensive efforts made to locate the MFO soldier population. Results are presented for each locating effort undertaken. In addition, the report discusses the survey methods and procedures used in conducting the telephone interviews.

ZITA M. SIMUTIS
Technical Director

MULTINATIONAL FORCE AND OBSERVERS (MFO) TELEPHONE INTERVIEW FOLLOW-UP SURVEY METHODS

EXECUTIVE SUMMARY

The two primary objectives of the Multinational Force and Observers (MFO) telephone interview follow-up were:

1. To locate members of the MFO (28th rotation)
2. To conduct telephone interviews with MFO participants and their spouses

An initial roster of 502 MFO soldiers was provided to Westat by the U.S. Army Research Institute for the Behavioral and Social Sciences (ARI) in advance of conducting the telephone interviews. Contact information provided on the roster included the soldier's name, most recently available address, telephone number, and Social Security number. Given that a significant period of time had elapsed since contact was last initiated, locating the MFO member population was expected to be a difficult process. Information critical to locating MFO soldiers was missing from the roster in some cases.

Several techniques were used to locate the MFO soldiers. Using the name and address information provided by ARI, Telematch performed an automated search of published telephone numbers. Telephone numbers for 31 percent of the MFO sample were obtained. Next, Equifax Government and Special Systems accessed nationwide consumer databases to obtain contact information for those soldiers not located by Telematch. Equifax provided updated address and telephone numbers for an additional 24 percent of the sample. For those soldiers still not located, Equifax performed more intensive, manual research, such as contacting the soldiers' relatives and neighbors to develop addresses and telephone numbers. This research phase located about 15 percent of the sample. Overall, Telematch and Equifax located 69.8 percent of the MFO soldier population.

In conjunction with ARI, Westat developed two interview protocols, one for the MFO soldiers and one for spouses. Content of the telephone interview was very similar to the content from the prior mail-based surveys conducted by ARI. Interviews with the MFO soldier population started on January 15, 1997, and on February 5, 1997, for the spouse survey. Despite the tracing and locating efforts by

Telematch and Equifax, some of the MFO soldier population was not available at the address or telephone number indicated. For these cases, Westat interviewing staff called directory assistance, conducted Internet searches, and accessed CD-ROM telephone directory software as needed to locate the intended respondent.

To maximize location and response rates, Westat also mailed prompt letters to 114 non-located soldiers using the most recent address available. The prompt letter provided Westat's toll-free number so that respondents could call and complete an interview at their convenience. Of the 114 letters mailed, 21 percent were returned as undeliverable by the U.S. Postal Service. However, 38 soldiers called the 800 number and completed an interview.

The data collection effort was completed on April 26, 1997. Overall, 438 interviews were completed (336 soldier interviews and 102 spouse interviews). A review of administrative information shows that completed interviews averaged about 21 minutes for soldiers and about 22 minutes for spouses. Only nine respondents (four soldiers and five spouses) refused to participate in the study once they were initially reached by telephone. A total of 95 soldiers (18.9%) remained unlocatable at the conclusion of the data collection period.

Data from completed interviews were key-entered using 100 percent verification and then reviewed using frequency and cross-tabulation procedures in SPSS. Two SPSS analytic files were produced, one for the completed soldier interviews and another for the spouse interviews.

MULTINATIONAL FORCE AND OBSERVERS (MFO) TELEPHONE INTERVIEW FOLLOW-UP SURVEY METHODS

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MULTINATIONAL FORCE AND OBSERVERS (MFO) TELEPHONE INTERVIEW FOLLOW-UP SURVEY METHODS

Study Design

The initial study design called for conducting telephone follow-up interviews with the MFO soldier population who were nonrespondents to the most recent ARI mail survey. Content of the follow-up telephone interview was to be consistent with the mail survey and would include additional questions concerning the soldiers' reasons for nonresponse. Given length of time that elapsed since the last data collection effort, concerns were raised about the comparability of previously collected data and the data to be collected from telephone interviews. Much of the literature on survey research shows that the passage of time negatively affects the respondent's ability to recall specific events and to provide accurate responses (i.e., recall error, telescoping). As a result, a decision was made to conduct telephone interviews with the entire MFO soldier population. Telephone interviews were also planned with the spouses of soldiers who were married at the time of their deployment and who remained married to the same person.

Interview Protocol Development

Two telephone interview protocols were developed for this study; one for the MFO soldier, and one for his/her spouse. Westat, in conjunction with ARI, was responsible for developing the soldier and spouse telephone interview protocols. Content of the telephone interviews was based on the existing mail-based surveys with modifications to allow for telephone administration. Additional changes were made such as deleting items, reordering questions to improve interview flow, and modifying skip patterns. Interview protocols are shown in Appendix A.

Prior to interviewing the MFO soldier population and their spouses, Westat was responsible for locating the sample members. The steps taken in locating the sample are described below.

Sample Development and Locating Sample Members

Developing and locating the MFO soldier sample population required a substantial level of effort involving a variety of information sources including:

- Original hard-copy rosters provided to Westat by ARI,
- Telematch,

- Equifax Government and Special Systems,
- Directory assistance,
- Use of CD-ROM telephone directories, and
- World Wide Web/Internet searches (e.g., www.switchboard.com).

Rosters. As the first step in locating the MFO soldiers and obtaining their telephone numbers, ARI provided Westat with three listings/rosters used during the mail survey administration efforts. The master roster, dated November 3, 1995, contained 501 soldier records. Of these, 22 records were deleted at the direction of ARI, leaving a revised sample size of 479 soldiers. Records for soldiers without valid contact information (missing Social Security number, no address, etc.) and records for soldiers who claimed to have never been deployed to the Sinai were among the deleted records.

The revised master file ($n=479$) was then compared with a second ARI roster titled "Task Force 4-505 IN" to ensure that the MFO soldier sample was indeed complete. The comparison yielded 23 new soldier records not present on the master file. These records were added to the database bringing the MFO soldier population to 502. The database of 502 records was then compared with two additional ARI lists. No additional records were added to the sample database as a result of reviewing the two additional lists.

Data from the soldier lists and rosters were not available in electronic format. After completing the review and update process, Westat key-entered the file and created the sample database. Name and address information taken from the MFO soldier database ($n=502$) was then submitted to Telematch to obtain telephone numbers. Results from the Telematch work are described below.

Telematch. Telematch is a low-cost, fast-response service bureau that provides automated telephone number look-up and retrieval. Telematch's service includes an exhaustive search of both published telephone numbers as well as "new mover files" that contain active, but not yet published, telephone numbers. Telephone numbers are obtained by matching names and addresses with these files.

Westat submitted address information for the entire MFO soldier population to Telematch on December 3, 1996. Telematch completed processing on December 5, 1996, and returned an electronic file of the submitted address information, and when located, included the telephone number.

Telephone numbers were obtained for 153 of the 502 soldier records, a match rate of about 31 percent. The percentage of telephone numbers found by Telematch for the MFO soldier population was slightly lower than the percentage achieved for most populations (30.5% vs. 35%). This result was not unexpected given the mobility of a military population and that the proportion of individuals with unpublished and unlisted numbers has increased in recent years. Table 1 shows the number and percentage of matches, by state, received from Telematch.

Table 1
Telephone Numbers Obtained by Telematch by State

State	Records submitted to Telematch		Telephone numbers obtained by Telematch		
	Count	Percent	Count	Percent within sample	Percent within state
Alabama	2	0.4	0	0.0	0.0
Alaska	4	0.8	0	0.0	0.0
Arizona	4	0.8	1	0.2	25.0
Arkansas	5	1	0	0.0	0.0
California	8	1.6	2	0.4	25.0
Colorado	1	0.2	0	0.0	0.0
Connecticut	2	0.4	2	0.4	100.0
Delaware	3	0.6	2	0.4	66.7
District of Columbia	2	0.4	1	0.2	50.0
Florida	13	2.6	1	0.2	7.7
Georgia	6	1.2	1	0.2	16.7
Idaho	2	0.4	0	0.0	0.0
Illinois	30	6.0	11	2.2	36.7
Indiana	19	3.8	3	0.6	15.8
Iowa	1	0.2	1	0.2	100.0
Kansas	1	0.2	1	0.2	100.0
Kentucky	3	0.6	1	0.2	33.3
Louisiana	3	0.6	0	0.0	0.0
Maine	3	0.6	1	0.2	33.3
Maryland	74	14.7	24	4.8	32.4
Massachusetts	5	1	3	0.6	60.0
Michigan	4	0.8	0	0.0	0.0
Minnesota	2	0.4	2	0.4	100.0
Mississippi	1	0.2	0	0.0	0.0
Missouri	5	1	0	0.0	0.0
Montana	1	0.2	1	0.2	100.0
Nebraska	1	0.2	0	0.0	0.0
New Hampshire	2	0.4	1	0.2	50.0
New Jersey	5	1	1	0.2	20.0
New York	13	2.6	5	1.0	38.5
North Carolina	71	14.1	22	4.4	31.0
Ohio	6	1.2	1	0.2	16.7
Oklahoma	2	0.4	0	0.0	0.0
Oregon	13	2.6	3	0.6	23.1
Pennsylvania	12	2.4	4	0.8	33.3
Puerto Rico	1	0.2	0	0.0	0.0
South Carolina	1	0.2	0	0.0	0.0
Tennessee	5	1	1	0.2	20.0
Texas	9	1.8	2	0.4	22.2
Vermont	2	0.4	0	0.0	0.0
Virginia	141	28.1	50	10.0	35.5
Washington	2	0.4	1	0.2	50.0
West Virginia	2	0.4	0	0.0	0.0
Wisconsin	4	0.8	4	0.8	100.0
Missing state	6	1.2	0	0.0	0.0
Total	502	100	153	30.5	30.5

The majority (57%) of the MFO soldier population was located in Virginia, Maryland, and North Carolina. Although the match rates varied considerably by state, the rates in these three states were consistent with the overall rate.

Sample members with telephone numbers provided by Telematch ($n=153$) were immediately forwarded to Westat's telephone research center (TRC) for interviewing. Additional tracing and locating steps were needed, however, to obtain telephone numbers for the remaining sample members ($n=349$). Using the information provided by ARI (name, address, and Social Security number), sample records without telephone numbers were submitted to Equifax Government and Special Systems for further tracing.

Equifax Government and Special Services. Equifax Government and Special Systems uses a variety of research methods and databases for developing address and telephone information. Two specific phases of tracing/locating were planned with Equifax for the MFO soldier population. The first phase relied predominantly on automated and electronic access to three nationwide consumer databases for obtaining the most recent address and telephone number for the given sample member. This first phase was adopted to minimize project costs and to expedite the interviewing process. The second phase incorporated substantially more intensive analytic research and an investigative component, including interviewing possible neighbors, relatives, employers, and landlords to develop addresses and telephone numbers for the MFO soldiers.

The first phase of tracing/locating was completed by Equifax on January 10, 1997. Of the 349 soldier records submitted, 121 addresses and telephone numbers were developed by Equifax (34.7% of the submitted records). Of the 121 soldiers located by Equifax, 29 percent were listed as residing in a state different from the state in the initial sample.

Sample members who were not located by Equifax ($n=226$)¹ during Phase 1 were immediately placed into Phase 2 of research on a rolling basis. That is, once Phase 1 failed to locate the soldier, the case continued to be researched. Phase 2 research work was completed by Equifax on January 16, 1997. Updated addresses with telephone numbers were developed for 75 sample members (21.6% of the 349). An additional 112 soldiers were located at a new address, but telephone numbers were not available.

¹ Two soldier records were identified as duplicates and deleted from the sample prior to the second phase of research performed by Equifax. The final sample size is 500 ($502-2=500$).

Table 2 summarizes the results of the tracing and locating procedures performed by Telematch and by Equifax Government and Special Systems. Overall, these efforts produced address and telephone information for 349 of the 500² sample members (69.8%).

Table 2

Summary of Telematch and Equifax Tracing and Locating Efforts

Tracing/locating source	Number of sample records submitted	Telephone numbers obtained		Percent of sample (<i>n</i> =500)
		Count	Percent	
Telematch	502	153	30.5	30.2
Equifax (Phase 1)	349	121	34.5	24.1
Equifax (Phase 2)	226	75	33.2	15.0
Total		349		69.8

Note. The total proportion of the sample obtained by Telematch and Equifax was calculated by dividing 349 by 500. The final sample size (*n*=500) is reflected in the percentage calculation.

Interviewer Training

Westat recruited and trained a staff of 12 interviewers for conducting the soldier and spouse interviews. Interviewer training for the soldier survey was conducted on January 15, 1997, and on February 3, 1997, for the spouse interview. Two separate types of training were given: general interviewing techniques (GIT) and project-specific training.

General interviewing techniques. Each interviewer assigned to the MFO study participated in a 4-hour GIT session that introduced interviewers to Westat and to survey research, showed samples of types of survey questions and recording conventions, taught basic ways to obtain accurate data through listening and probing, discussed confidentiality procedures, and stressed methods for gaining respondent cooperation. The session also included a video presentation interspersed with exercises, interactive lectures, role plays, a question-and-answer period, and practice exercises.

Project-specific training. Project-specific training uses techniques that require the active participation of all interviewers and that simulate actual interview conditions. This approach requires interviewers to use the same procedures and data collection instruments they will use while conducting the survey. The MFO project-specific training included interactive sessions and dyad role plays.

² The final sample size (*n*=500) is reflected in the percentage calculation.

The interactive sessions presented the basic objectives of the MFO questionnaire from a prewritten script. The training staff lead interviewers through the questionnaire by calling on each of them to act the role of the interviewer while the trainer provided responses. Interviewers recorded the responses on the interview form developed for the MFO study. Several interactive sessions were conducted, each focusing on an important aspect of the survey (e.g., contacting the soldier, determining whether a spouse interview was needed, skip patterns).

After the interactive sessions, interviewers were grouped into pairs for dyad role plays. Within each dyad, one interviewer took the role of the interviewer while the other acted as the respondent. Like the interactive sessions, the role plays were performed from scripts by the person acting as the respondent. Interviewers switched roles for the next script, and so on. During the role-play session, interviewers were monitored by the training staff.

Interviewers were also provided with answers to the most frequently asked questions and concerns raised by respondents. Questions and responses were developed by Westat in conjunction with ARI. The interactive sessions covered each of the questions and gave interviewers the opportunity to practice their responses. Questions and answers were printed on card stock and stored at the interviewing stations for immediate access. A copy of the commonly asked questions and answers are included in Appendix A.

Telephone Interviews and Data Collection

Telephone interviews with the MFO soldier population started on January 16, 1997, and began February 5, 1997, for the spouse survey. To help manage and track progress of the interviewing effort, Westat prepared two supporting documents for each interview: a respondent information sheet (RIS) and a call record.

Respondent information sheet. Before starting each interview, Westat interviewers reviewed case information printed on the RIS. Case information included the respondent's name, address, telephone number, Social Security number, and identification number. These data were taken from the MFO sample database that incorporated the information obtained by Telematch and Equifax. When available, the RIS included the two most recent addresses and telephone numbers. A copy of the RIS developed for the MFO study is shown in Appendix B.

After reviewing the RIS, interviewers dialed the listed telephone number and attempted to conduct the interview. Once contact was made with the respondent, interviewers verified the information from the RIS and proceeded with the telephone survey. Any changes to the respondent's address or telephone number were noted and recorded on the RIS.

Call record. The disposition of both successful and unsuccessful call attempts was recorded for each interview on a printed form called a call record (see Appendix C). A call record was produced for each MFO sample member and accompanied the hard-copy interview form. The result from each call attempt was recorded on the call record using a variety of standardized codes. Standardized codes represented the disposition of the call such as a completed interview, busy signal, nonresidential number, and nonworking number. Interviewers used the call record to record new information about the sampled case. For example, updated telephone numbers, new address information, and other details about the case were recorded. Use of the call record and standardized codes were taught to interviewers as part of the GIT and study-specific training sessions.

Despite the tracing and locating efforts performed by Telematch and Equifax, some of the MFO soldier population was not available at the address or telephone number indicated. In these cases, interviewers used additional sources including directory assistance, CD-ROM software, and the World Wide Web/Internet to locate the intended respondent as interviews were conducted. For example, among the soldiers located by Telematch ($n=153$), directory assistance was used 20 times (13%), and only three of these cases resulted in a completed interview. Table 3 summarizes the use of directory assistance and CD-ROM software by Westat interviewers in locating the MFO soldier and spouse populations. Internet searches were conducted separately by Westat clerical staff, and the precise number of look-ups performed was not recorded.

Table 3
Summary of Additional Tracing/Locating Efforts

Source	Number of cases source used
Directory assistance	106
CD-ROM	51
Internet search	100 (estimated)

Interviewers consulted both directory assistance and the CD-ROM software for 24 soldiers in the MFO sample, roughly 5 percent. In some cases, respondents were located using the initial address supplied by ARI rather than the address identified by Telematch or Equifax.

For the MFO soldier population that was not located by any of the methods described earlier, Westat mailed a "prompt" letter to the soldiers' most recent address. The letter informed soldiers that we were unable to contact them by telephone and that we were interested in conducting an interview about their MFO experiences. The letter provided a Westat toll-free 800 telephone number that soldiers were to call for conducting their interview. A copy of the prompt letter is shown in Appendix D.

Prompt letters were mailed by Westat to a total of 114 soldiers between March 20, 1997, and April 7, 1997. Of the 114 letters mailed, 24 were returned to Westat by the U.S. Postal Service as undeliverable (21%). Undeliverable mail occurred for a variety of reasons, such as expiration of the forwarding order, address unknown, and incomplete address. Westat was contacted by 45 soldiers via the 800 telephone number. Of the 45 who called, 38 resulted in a completed interview (84.4%).

Summary of data collection. Data collection for the MFO soldier population and their spouses was completed on April 26, 1997. At the conclusion of interviewing, all cases were assigned a disposition code indicating the final status of the interview. Table 4 shows a list of the disposition codes and their description used for the MFO study.

Table 4
Telephone Interview Dispositions

Disposition code	Code description	
C	Completed	Unmarried soldier completed interview
C1	Completed	Married soldier completed interview
C2	Completed	Spouse completed interview
RB	Refusal/breakoff	Respondent refused to participate in interview
NL/9	Non-locatable/tracing	Unable to locate respondent
S1	Deceased	Respondent deceased
D	Duplicate	Duplicate case
OA/OA2	Out of the area for the field period	Respondent unavailable for interviewing in the foreseeable future
MC	Maximum calls	Contact with respondent made at some point; attempts to recontact respondent unsuccessful
I	Ineligible	Respondent indicated he/she did not deploy to the Sinai
LP	Language problem	Respondent did not speak English, or interviewer unable to comprehend what respondent was saying
O	Other	None of the above

Table 5 shows a frequency distribution of the final disposition results for the soldier and spouse populations. Overall, 438 interviews were completed (336 soldier interviews and 102 spouse interviews). Note that only four soldiers and five spouses refused to participate.

Table 5
Frequency Distribution of Final Interview Disposition by Population

Final result	Population			
	Soldier		Spouse	
	Count	Percent	Count	Percent
Completed	336	66.9	102	80.3
Refusal/breakoff	4	0.8	5	3.9
Non-locatable/tracing	95	18.9	2	1.6
Deceased	1	0.2	0	0.0
Duplicate	3	0.6	0	0.0
Out of the area for the field period	19	3.8	0	0.0
Maximum calls	32	6.4	14	11.0
Ineligible	9	1.8	0	0.0
Language problem	0	0.0	2	1.6
Other	3	0.6	2	1.6
Total	502	100.0	127	100.0

A review of the administrative data from call records shows that completed interviews required an average of 4.4 call attempts. That is, interviewers contacted respondents slightly more than four times each before completing the interview. The average number of call attempts was higher for the soldier population than it was for the spouse population (4.8 and 3.3, respectively). Generally speaking, completing spouse interviews required less effort than the soldier population because the soldiers provided contact information (name and telephone number) for their spouses. The maximum number of calls made to any single respondent who completed an interview was 26. Completed interviews averaged 20.8 minutes for soldiers and 22.2 minutes for spouses. Table 6 summarizes this administrative information.

Table 6***Summary of Administrative Information on Completed Interviews***

Respondent group	Average number of call attempts	Median number of call attempts	Maximum number of call attempts	Average survey administration time (minutes)
Unmarried soldier	5.2	4	26	19.4
Married soldier	4.1	3	24	23.1
All soldiers	4.8	4	26	20.8
Spouse	3.3	2	13	22.2
Overall	4.4	3	26	21.1

Response rates. Response rates can be developed using a variety of methods and is most conservatively calculated by dividing the number of completed interviews by the number in the sample. As was shown in Table 5, this method would result in a response rate of 66.9 percent (336/502) for the soldier population and 80.3 percent (102/127) for the spouse population. However, a suggested revision would be to exclude all duplicate cases and those soldiers who never deployed to the Sinai (shown as ineligible in Table 5). Using this revised calculation, the response rate for the soldier population would be 68.6 percent (336/[502-3-9]). The response rate would remain unchanged for the spouse population, 80.3 percent.

Data entry. Data from the completed telephone interviews was key-entered by Westat. All data were keyed by a second operator for 100 percent verification. A comparison was made for each data element between the two keyed data files. If the comparison showed any discrepancies, Westat's key-entry supervisor reviewed the hard-copy document and resolved the error. Following data entry, Westat staff reviewed the keyed and verified survey data using frequency and cross-tabulation procedures in SPSS. Two SPSS analytic files were prepared; one for the completed soldier interviews, and another for the spouse interviews.

In addition to key-entry of the survey responses, Westat maintained a database of contact information for the soldier and spouse populations. The database contains the most recently available name, address, telephone number, and Social Security number for the MFO soldiers, and when appropriate, this information is maintained for their spouses.

APPENDIX A

**SOLDIER AND SPOUSE
INTERVIEW PROTOCOLS**

and

COMMONLY ASKED QUESTIONS

JANUARY 1996 SOLDIER SURVEY

YOUR MFO EXPERIENCE

1. Do you Strongly disagree, Disagree, Neither agree nor disagree, Agree, or Strongly agree with the following statements?

	<u>Strongly</u> <u>Disagree</u>	<u>Disagree</u>	<u>Neither</u> <u>Agree Nor</u> <u>Disagree</u>	<u>Agree</u>	<u>Strongly</u> <u>Agree</u>
a. I think the peacekeeping mission in the Sinai Peninsula is a very important mission	1	2	3	4	5
b. I would strongly recommend to other soldiers that they volunteer for the peacekeeping rotation to the Sinai Peninsula.....	1	2	3	4	5
c. I learned a lot during my rotation to the Sinai Peninsula.....	1	2	3	4	5
d. A soldier who is well-trained in basic military skills requires additional training for peacekeeping	1	2	3	4	5
e. Soldiers can be effective in a peacekeeping role even if they cannot use force except in self-defense.....	1	2	3	4	5
f. A peacekeeping force should be impartial in a conflict situation	1	2	3	4	5
g. Soldiers on peacekeeping duty should be unarmed	1	2	3	4	5
h. The primary goal of peacekeepers is to contain or reduce conflict without the use of force	1	2	3	4	5
i. Peacekeeping operations are appropriate missions for my unit.....	1	2	3	4	5
j. Peacekeeping assignments help a soldier's career	1	2	3	4	5
k. A professional soldier is able to perform peacekeeping missions and war-fighting missions equally effectively	1	2	3	4	5
l. Peacekeeping missions should be performed by civilians rather than soldiers	1	2	3	4	5
m. Peacekeeping missions should be performed by military police rather than by infantry	1	2	3	4	5
n. Reservists can perform peacekeeping missions as well as regular military personnel.....	1	2	3	4	5

2. Please tell me whether you have experienced the following problems in the last 6 months.

				On a scale from 1 to 5 where 1 is Not at all stressful and 5 is Extremely stressful, how stressful was this during the last 6 months?				
				Not At All Stressful	Somewhat Stressful	Stressful	Very Stressful	Extremely Stressful
a. Have you felt loneliness?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2 (b)						
b. Have you had fears about your family's safety?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2 (c)						
c. Have you had fears about your family's physical health?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2 (d)						
d. Have you had fears about your own safety?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2 (e)						
e. Have you had problems communicating with your family?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2 (f)						
f. Have you had financial difficulties?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2 (g)						
g. Have you had problems getting household or auto repairs?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2 (h)						
h. Have you had problems because of rumors about what was happening in your unit?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2						
	NA.....	3 (i)						
i. Have you had problems coping with your children's problems?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2						
	NA.....	3 (j)						
j. Have you had problems coping with disturbing communications (such as letters or telephone calls)?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No	2 (3)						

3. How did the MFO deployment affect you and your family. Would you say Very negatively, Negatively, Neither negatively nor positively, Positively, or Very positively?

How did the MFO deployment affect	Very Negatively	Negatively	Neither Negatively Nor Positively	Positively	Very Positively	NA
a. Your children?	1	2	3	4	5	6
b. Your role as a parent?.....	1	2	3	4	5	6
c. Your relationship with your children?	1	2	3	4	5	6
d. Your relationship with your spouse, significant other or partner?.....	1	2	3	4	5	6
e. Your likelihood of volunteering for similar operations in the future?	1	2	3	4	5	
f. Your likelihood of staying in the military? ...	1	2	3	4	5	

4. On a scale from 1 to 10 where 1 is the worst period of your life and 10 is the best period of your life, how would you rate your experiences during the MFO deployment to the Sinai Peninsula?

1	2	3	4	5	6	7	8	9	10
Worst Period of My Life								Best Period of My Life	

5. Some life events can change the direction and quality of our lives. We call these events "turning points." Was the MFO deployment to the Sinai a turning point in your life?

Yes..... 1
No..... 2 (6)

- 5a. Would you say the changes were mostly negative or mostly positive?

Mostly negative 1
Mostly positive..... 2

6. What was your military status during the MFO deployment to the Sinai Peninsula? Were you:

In the Active component 1
In the Army Reserve, the Army National Guard,
or some other component or service 2

7. Were you employed full-time in a civilian occupation at the time of the MFO deployment?

Yes 1
No 2 (8)

7a. Were you offered reemployment by your former employer upon your return?

Yes 1
No 2 (8)

7b. Did you accept the reemployment offer?

Yes 1
No 2

8. What is your current military status? Are you:

In the Active component, 1
In the Army Reserve, the Army National Guard,
or some other component or service, or 2
Not in the military? 3 (18)

(IF CURRENTLY ACTIVE OR RESERVE/GUARD/OTHER COMPONENT, THEN ASK ITEMS 9 THROUGH 17)

9. Please tell me whether you or your family used any of these services in the last 6 months.

In the last 6 months, did you or your family use:				Would you say the services in the last 6 months were Not helpful, Helpful, or Extremely helpful?		
				Not Helpful	Helpful	Extremely Helpful
a. Army Community Services	Yes..... 1 No 2 (b)	(IF YES) →		1	2	3
b. Army Emergency Relief (AER)	Yes..... 1 No 2 (c)	(IF YES) →		1	2	3
c. Army Chaplain	Yes..... 1 No 2 (d)	(IF YES) →		1	2	3
d. Army Legal Services	Yes..... 1 No 2 (e)	(IF YES) →		1	2	3
e. Army Financial Services	Yes..... 1 No 2 (f)	(IF YES) →		1	2	3
f. Army Social Work Services	Yes..... 1 No 2 (g)	(IF YES) →		1	2	3
g. Family Support Groups (FSG)	Yes..... 1 No 2 (h)	(IF YES) →		1	2	3
h. The Red Cross	Yes..... 1 No 2 (i)	(IF YES) →		1	2	3
i. Local Civilian Support Services	Yes..... 1 No 2 (j)	(IF YES) →		1	2	3
In the last 6 months, did you or your family receive help from:						
j. Extended family members (such as parents or siblings)	Yes..... 1 No 2 (k)	(IF YES) →		1	2	3
k. Other Army or National Guard spouses	Yes..... 1 No 2 (l)	(IF YES) →		1	2	3
l. Friends or neighbors	Yes..... 1 No 2 (m)	(IF YES) →		1	2	3
m. Church or synagogue members	Yes..... 1 No 2 (n)	(IF YES) →		1	2	3
n. National Guard Headquarters	Yes..... 1 No 2 (o)	(IF YES) →		1	2	3
o. National Guard or Reserve unit	Yes..... 1 No 2 (10)	(IF YES) →		1	2	3

10. Have you been in the military for 20 or more creditable years? (The term "military" refers to your own military component, whether regular Army, Reserve, National Guard or other service component.)

Yes..... 1 (11)
No 2

- 10a. Do you plan to stay in the military for at least 20 years?

Yes 1
No 2

11. Which of the following best describes your intentions to stay in the military until retirement?

You plan to stay in the military until retirement..... 1
You are undecided about staying in the military until retirement..... 2
You will probably leave the military before retirement..... 3
You will definitely leave the military before retirement..... 4

12. How satisfied are you with the Army as a way of life? Would you say:

Very satisfied, 1
Satisfied, 2
Neither satisfied nor dissatisfied,..... 3
Dissatisfied, or 4
Very dissatisfied? 5

13. How would you rate your current morale? Would you say:

Very high, 1
High, 2
Moderate, 3
Low, or..... 4
Very low?..... 5

14. How strongly do you disagree or agree with the following statements about your current military component? (The term "military" in each item refers to your own military component, whether Army National Guard, US Army Reserve, or Regular Army.) Do you Strongly disagree, Disagree, Neither agree nor disagree, Agree, or Strongly agree?

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neither Agree Nor Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
a. I feel like "part of the family" in the military	1	2	3	4	5
b. The military has a great deal of personal meaning for me.....	1	2	3	4	5
c. It would be too costly for me to leave the military in the near future	1	2	3	4	5
d. I am afraid of what might happen if I quit the military without having another job lined up.....	1	2	3	4	5
e. Too much in my life would be interrupted if I decided I wanted to leave the military now.....	1	2	3	4	5
f. I feel a strong sense of belonging to the military	1	2	3	4	5
g. I feel "emotionally attached" to the military	1	2	3	4	5
h. One of the problems of leaving the military would be the lack of available alternatives	1	2	3	4	5

15. Are you currently in a troop unit?

Yes..... 1
 No 2 (18)

- 15a. What is your current position in the unit? Are you:

A squad member or equivalent, 1
 A squad leader or equivalent,..... 2
 A platoon sergeant or equivalent,..... 3
 A platoon leader or equivalent, or 4
 A company commander or equivalent, or higher?..... 5

16. How much do you agree or disagree with each of these statements about your work in your current unit. Do you Strongly disagree, Disagree, Neither agree nor disagree, Agree, or Strongly agree?

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neither Agree Nor Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
a. I don't mind taking on extra duties and responsibilities in my work with my current unit ...	1	2	3	4	5
b. In my current unit, I work hard and try to do as good a job as possible.....	1	2	3	4	5
c. I look forward to coming to work or drill in my current unit	1	2	3	4	5
d. I am very personally involved in my work in my current unit.....	1	2	3	4	5

How much do you agree or disagree with each of these statements about the SQUAD MEMBERS and platoon level LEADERS in your current unit?

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neither Agree Nor Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
e. Squad members work well together as a team.....	1	2	3	4	5
f. Squad members pull together to get the job done.....	1	2	3	4	5
g. Squad members really care about what happens to each other.....	1	2	3	4	5
h. Squad members trust each other	1	2	3	4	5
i. The platoon level leaders (platoon leader, platoon sergeant, and squad leaders) work well together as a team.....	1	2	3	4	5
j. The platoon level leaders pull together to get the job done.....	1	2	3	4	5
k. The platoon level leaders really care about what happens to each other	1	2	3	4	5
l. The platoon level leaders trust each other	1	2	3	4	5

17. How much do you agree or disagree with each of these statements about the **CONDITIONS** in your current unit? Do you **Strongly disagree**, **Disagree**, **Neither agree nor disagree**, **Agree**, or **Strongly agree**?

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neither Agree Nor Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
a. It really matters to me that my unit becomes able to accomplish its mission well.....	1	2	3	4	5
b. I am willing to put in extra effort to help my unit be prepared for its mission	1	2	3	4	5
c. I will learn a lot in preparing for my unit's mission	1	2	3	4	5

18. Were you married, engaged or involved in a significant relationship at the time of the MFO deployment to the Sinai Peninsula?

Married..... 1
Engaged..... 2
Neither married nor engaged, but involved in significant relationship 3
Not involved in any significant relationship 4

19. Are you currently married, engaged or involved in a significant relationship?

Married..... 1
Engaged..... 2
Neither married nor engaged, but involved in important relationship 3
Not involved in important relationship 4 (26)

- 19a. Is this person the same partner you were involved with at the time of the MFO deployment to the Sinai?

Yes 1
No..... 2 (26)

[IF YES TO 19A, ASK RESPONDENT FOR THE SPOUSE/FIANCEE NAME, TELEPHONE NUMBER, AND BEST TIME TO CALL. RECORD THIS INFORMATION ON THE RIS].

20. Please tell me how much difficulty you had with each of the following when you returned from the Sinai. Would you say that it was Very easy, Easy, Neither easy nor difficult, Difficult, or Very difficult to:

	<u>Very Easy</u>	<u>Easy</u>	<u>Neither Easy Nor Difficult</u>	<u>Difficult</u>	<u>Very Difficult</u>	<u>NA</u>
a. Adjust to new household routines?	1	2	3	4	5	6
b. Share household decisions?	1	2	3	4	5	6
c. Share financial decisions?	1	2	3	4	5	6
d. Share decisions about disciplining or handling your children?	1	2	3	4	5	6

21. On a scale from 1 to 5 where 1 is very unhappy and 5 is very happy, how would you rate your relationship at the present time?

1	2	3	4	5
Very Unhappy	Unhappy	Neither Unhappy Nor Happy	Happy	Very Happy

22. Please tell me how you would rate your relationship at the present time on each of the following qualities. Would you say it is: Very poor, Poor, Mixed, Good, or Very Good in terms of:

	<u>Very Poor</u>	<u>Poor</u>	<u>Mixed</u>	<u>Good</u>	<u>Very Good</u>
a. Trust	1	2	3	4	5
b. Communication	1	2	3	4	5
c. Mutual support	1	2	3	4	5
d. Ability to handle conflict	1	2	3	4	5

(IF CURRENTLY MARRIED, THEN ASK 23:)

23. Please tell me about your marriage at the present time.

	<u>Yes</u>	<u>No</u>
a. Do you think your marriage might be in trouble?	1	2
b. Are you seriously thinking about getting a divorce or separation?	1	2
c. Have you actually filed for a divorce or separation?	1	2

24. How much difficulty do you and your partner have with each of the following at the present time. Would you say it is: Very easy, Easy, Neither easy nor difficult, Difficult, or Very difficult?

	<u>Very Easy</u>	<u>Easy</u>	<u>Neither Easy Nor Difficult</u>	<u>Difficult</u>	<u>Very Difficult</u>	<u>NA</u>
a. Adjusting to new household routines.....	1	2	3	4	5	6
b. Sharing household decisions	1	2	3	4	5	6
c. Sharing financial decisions.....	1	2	3	4	5	6
d. Sharing decisions about disciplining or handling your children	1	2	3	4	5	6

25. How strongly do you agree or disagree with the following statements about yourself, your spouse or partner, and your family. Do you Strongly disagree, Disagree, Neither agree nor disagree, Agree, or Strongly agree with the following statements:

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neither Agree Nor Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>	<u>NA</u>
a. I am pretty much the same person I was before my deployment to the Sinai.....	1	2	3	4	5	
b. I have more freedom now to do things I like to do than I did before my deployment to the Sinai	1	2	3	4	5	
c. My spouse or partner took over my responsibilities while I was in the Sinai	1	2	3	4	5	6
d. I have resumed the responsibilities my spouse or partner took over while I was in the Sinai	1	2	3	4	5	6
e. My spouse or partner is pretty much the same person they were before my deployment to the Sinai	1	2	3	4	5	6
f. While I was in the Sinai, my spouse or partner learned to do things they never did before.....	1	2	3	4	5	6
g. It took some time to adjust to being back with my spouse or partner when I returned from the Sinai	1	2	3	4	5	6
h. I have adjusted to being back with my spouse or partner after my deployment to the Sinai	1	2	3	4	5	6
i. The separation while I was deployed to the Sinai was good for the relationship between my spouse or partner and me	1	2	3	4	5	6
j. It took my children some time to adjust when I returned from the Sinai	1	2	3	4	5	6
k. My children have adjusted to having me back from the Sinai	1	2	3	4	5	6

26. Which of the following best describes your civilian employment status at the present time?
Would you say:

- Not applicable, I'm active duty 1
- Employed in my own full-time business (35 hours or more per week) 2
- Employed full-time (35 or more hours per week) 3
- Employed part-time (less than 35 hours per week) 4
- Not employed but looking for work 5
- Not employed and not looking for work 6

27. Are you currently in school?

- Yes 1
- No 2

28. What are your TOTAL WEEKLY OR MONTHLY EARNINGS now from all jobs or private business before taxes and other deductions? Include earnings such as a Guard/Reserve technician, drill pay, commissions, tips, bonuses, Regular Military Compensation, etc.

\$ _____

28a. Is that:

- Weekly, or 1
- Monthly? 2

28b. How many hours per week do you normally work to earn that amount?

_____ HOURS PER WEEK

29. During 1996, what is the total amount that you earned from your military and civilian jobs, and from your own business, before taxes and other deductions? (IF MARRIED, DO NOT INCLUDE YOUR SPOUSE'S INCOME.)

\$ _____ TOTAL IN 1996

(IF CURRENTLY MARRIED THEN ASK:)

30. During 1996, what is the total amount that your spouse earned from civilian or military jobs and from his/her own business, before taxes and other deductions?

\$ _____ TOTAL IN 1996

**We appreciate the time you have spent
answering this questionnaire.**

JANUARY 1997 SPOUSE SURVEY

FAMILY FACTORS IN PEACEKEEPING

1. While your spouse or fiancée was deployed with the MFO task force in the Sinai, did you receive:

				Was that not helpful, helpful, or extremely helpful?		
				Not Helpful	Helpful	Extremely Helpful
a. The Unit Family Support handbook?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (b)					
b. The Battalion newsletter?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (c)					
c. National Guard Flyers?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (d)					
d. National Guard letters?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (e)					
e. A telephone call from the unit chain of command?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (2)					

2. While your spouse or fiancée was deployed with the MFO task force, did you use:

				Was that not helpful, helpful, or extremely helpful?		
				Not Helpful	Helpful	Extremely Helpful
a. The toll-free (1-800) number?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (b)					
b. The Unit Family Support group?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (c)					
c. The American Red Cross?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (d)					
d. An Army agency (such as Army Emergency Relief or Army Community Services)?	Yes..... 1	(IF YES) →		1	2	3
	No 2 (3)					

3. While your spouse or fiancée was deployed, did you contact:

				Was that not helpful, helpful, or extremely helpful?		
				Not Helpful	Helpful	Extremely Helpful
a. The rear detachment at Fort Bragg?	Yes..... 1 (IF YES) →			1	2	3
	No 2 (b)					
b. The spouses of other MFO members?	Yes..... 1 (IF YES) →			1	2	3
	No 2 (4)					

4. How did the MFO deployment affect you and your family. Would you say Very negatively, Negatively, Neither negatively nor positively, Positively, or Very positively?

How did the MFO deployment affect:	Very Negatively	Negatively	Neither Negatively Nor Positively	Positively	Very Positively	NA
a. Your child(ren)?.....	1	2	3	4	5	6
b. Your role as a parent?	1	2	3	4	5	6
c. Your relationship with your child(ren)?	1	2	3	4	5	6
d. Your relationship with your spouse or fiancée?	1	2	3	4	5	

5. Think about the financial situation that you (and your family) were in before your spouse or fiancée deployed to the Sinai. Are you:

Much better off now,	1
Better off now,	2
About the same now,	3
Worse off now, or	4
Much worse off now?	5

6. On a scale from 1 to 10 where 1 is the worst period of your life and 10 is the best period of your life, how would you rate your experiences during your spouse or fiancée's MFO deployment to the Sinai?

1	2	3	4	5	6	7	8	9	10
Worst Period of My Life					Best Period of My Life				

7. Some life events can change the direction and quality of our lives. We call these events "turning points." Was your spouse or fiancée's MFO deployment to the Sinai a turning point in your life?

Yes..... 1
No 2 (8)

- 7a. Would you say the changes were mostly negative or mostly positive?

Mostly negative 1
Mostly positive..... 2

8. How supportive would you be if your spouse or fiancée chose to participate in another peacekeeping operation? Would you be:

Very unsupportive, 1
Unsupportive, 2
Neither supportive nor unsupportive, 3
Supportive, or 4
Very supportive? 5

9. What is your current military status? Are you:

In an Active component, 1
In a Reserve or National Guard component or service, or 2
Not in the military? 3

10. What is your spouse or fiancée's current military status? Is he/she:

In an Active component, 1
In a Reserve or National Guard component or service, or 2
Not in the military? 3 (13)

11. Please tell me whether you or your family used any of the following services in the last 6 months.

In the last 6 months, did you or your family use:				Would you say the services in the last 6 months were Not helpful, Helpful, or Extremely helpful?		
				Not Helpful	Helpful	Extremely Helpful
a. Army Community Services?	Yes..... 1 No 2 (b)	(IF YES) →		1	2	3
b. Army Emergency Relief (AER)?	Yes..... 1 No 2 (c)	(IF YES) →		1	2	3
c. Army Chaplains?	Yes..... 1 No 2 (d)	(IF YES) →		1	2	3
d. Army Legal Services?	Yes..... 1 No 2 (e)	(IF YES) →		1	2	3
e. Army Financial Services?	Yes..... 1 No 2 (f)	(IF YES) →		1	2	3
f. Army Social Work Services?	Yes..... 1 No 2 (g)	(IF YES) →		1	2	3
g. Family Support Groups (FSG)?	Yes..... 1 No 2 (h)	(IF YES) →		1	2	3
h. The Red Cross?	Yes..... 1 No 2 (i)	(IF YES) →		1	2	3
i. Local civilian support services or agencies?	Yes..... 1 No 2 (j)	(IF YES) →		1	2	3
In the last 6 months, did you or your family receive help from:						
j. Extended family members (such as parents or siblings)?	Yes..... 1 No 2 (k)	(IF YES) →		1	2	3
k. Other Army or National Guard spouses?	Yes..... 1 No 2 (l)	(IF YES) →		1	2	3
l. Friends or neighbors?	Yes..... 1 No 2 (m)	(IF YES) →		1	2	3
m. Church or synagogue members?	Yes..... 1 No 2 (n)	(IF YES) →		1	2	3
n. National Guard Headquarters?	Yes..... 1 No 2 (o)	(IF YES) →		1	2	3
o. Your spouse or fiancée's National Guard or Reserve Unit?	Yes..... 1 No 2 (12)	(IF YES) →		1	2	3

**12. How strongly do you agree or disagree with the following statements about the military?
Do you Strongly disagree, Disagree, Neither agree nor disagree, Agree, or Strongly agree?**

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neither Agree Nor Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
a. I feel like "part of the family" in the military	1	2	3	4	5
b. The military has a great deal of personal meaning for me.....	1	2	3	4	5
c. It would be too costly for my spouse or fiancee to leave the military in the near future	1	2	3	4	5
d. I am afraid of what might happen if my spouse or fiancee quit the military without having another job lined up.....	1	2	3	4	5
e. A large part of my life would be interrupted if my spouse or fiancee decided to leave the military now.....	1	2	3	4	5
f. I feel a strong sense of belonging to the military	1	2	3	4	5
g. I feel "emotionally attached" to the military	1	2	3	4	5
h. One of the problems with my spouse or fiancee leaving the military would be the lack of available alternatives.....	1	2	3	4	5

During the MFO deployment was there someone outside your home you could go to for each of the following?

13	14	15	16
WAS THERE SOMEONE: [IF YES TO 13, ASK 14, 15, 16]	Was there more than one person you relied on for this?	Did the main person you relied on for this live within an hour's driving distance?	Was the main person you relied on for this a relative, a friend, or someone else?
a. To listen to you when you needed to talk? No 1 (13b) Yes 2 ———→	a. No 1 Yes 2	a. No 1 Yes 2	a. Relative 1 Friend 2 Someone else 3
b. To take care of your child(ren) when you needed a break? NA 0 (13c) No 1 (13c) Yes 2 ———→	b. No 1 Yes 2	b. No 1 Yes 2	b. Relative 1 Friend 2 Someone else 3
c. To go with you to do something enjoyable? No 1 (13d) Yes 2 ———→	c. No 1 Yes 2	c. No 1 Yes 2	c. Relative 1 Friend 2 Someone else 3
d. To give you advice when you needed it? No 1 (13e) Yes 2 ———→	d. No 1 Yes 2	d. No 1 Yes 2	d. Relative 1 Friend 2 Someone else 3
e. To take care of your child(ren) in an emergency? NA 0 (13f) No 1 (13f) Yes 2 ———→	e. No 1 Yes 2	e. No 1 Yes 2	e. Relative 1 Friend 2 Someone else 3
f. To provide transportation when you needed it? No 1 (13g) Yes 2 ———→	f. No 1 Yes 2	f. No 1 Yes 2	f. Relative 1 Friend 2 Someone else 3
g. To give you emotional support when you needed it? No 1 (17) Yes 2 ———→	g. No 1 Yes 2	g. No 1 Yes 2	g. Relative 1 Friend 2 Someone else 3

17. Please tell me how much difficulty you and your spouse or fiancée had with each of the following when he/she returned from the Sinai? Would you say it was Very easy, Easy, Neither easy nor difficult, Difficult, or Very difficult?

	<u>Very Easy</u>	<u>Easy</u>	<u>Neither Easy Nor Difficult</u>	<u>Difficult</u>	<u>Very Difficult</u>	<u>NA</u>
a. Adjusting to new household routines?	1	2	3	4	5	
b. Sharing household decisions?	1	2	3	4	5	
c. Sharing financial decisions?	1	2	3	4	5	
d. Sharing decisions about discipline or handling your children?	1	2	3	4	5	6

18. How would you rate your relationship with your spouse or fiancée at the present time on each of the following qualities. Would you say it is Very poor, Poor, Mixed, Good, or Very good in terms of:

	<u>Very Poor</u>	<u>Poor</u>	<u>Mixed</u>	<u>Good</u>	<u>Very Good</u>
a. Trust	1	2	3	4	5
b. Communication	1	2	3	4	5
c. Mutual support	1	2	3	4	5
d. Ability to handle conflict	1	2	3	4	5

19. Are you currently married?

Yes 1
No 2 (21)

20. Please tell me about your marriage at the present time.

	<u>Yes</u>	<u>No</u>
a. Do you think your marriage might be in trouble?	1	2
b. Are you seriously thinking about getting a divorce or separation?	1	2
c. Have you actually filed for a divorce or separation?	1	2

21. How strongly do you agree or disagree with the following statements about how you and your spouse or fiancée solve difficult problems when you face them? Do you Strongly disagree, Disagree, Neither agree nor disagree, Agree, or Strongly agree?

	<u>Strongly</u> <u>Disagree</u>	<u>Disagree</u>	<u>Neither</u> <u>Agree Nor</u> <u>Disagree</u>	<u>Agree</u>	<u>Strongly</u> <u>Agree</u>
a. When we have things to get done that depend on the cooperation of all members of the family, I feel that things will always get done	1	2	3	4	5
b. When my family faces a tough problem, I feel that we will solve the whole problem.....	1	2	3	4	5
c. When my family is going through a rough period, we tend to feel sure that things will get better.....	1	2	3	4	5

22. How much difficulty do you and your spouse or fiancée have with each of the following at the present time? Would you say it is Very easy, Easy, Neither easy nor difficult, Difficult, or Very difficult?

	<u>Very</u> <u>Easy</u>	<u>Easy</u>	<u>Neither</u> <u>Easy Nor</u> <u>Difficult</u>	<u>Difficult</u>	<u>Very</u> <u>Difficult</u>	<u>NA</u>
a. Adjusting to new household routines?	1	2	3	4	5	
b. Sharing household decisions?	1	2	3	4	5	
c. Sharing financial decisions?	1	2	3	4	5	
d. Sharing decisions about discipline or handling your children?	1	2	3	4	5	6

23. Now, I am going to read you statements about yourself, your spouse or fiancée, and your family. For most of these, you will have to think back to what things were like while your spouse or fiancée was in the Sinai and when he/she first returned. For each of these statements, please tell me whether you Strongly disagree, Disagree, Neither agree nor disagree, Agree, or Strongly agree?

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neither Agree Nor Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>	<u>NA</u>
a. While my spouse or fiancée was deployed in the Sinai, I did not think much about what things would be like when he/she returned.....	1	2	3	4	5	
b. I am pretty much the same person I was before my spouse or fiancée deployed to the Sinai.....	1	2	3	4	5	
c. While my spouse or fiancée was in the Sinai, I did not look forward to having to change my routines when he/she returned	1	2	3	4	5	
d. I have more freedom now to do things I like to do than I did before my spouse or fiancée deployed to the Sinai	1	2	3	4	5	
e. My spouse or fiancée resumed the responsibilities I took over while he/she was in the Sinai.....	1	2	3	4	5	
f. I have continued with the responsibilities I took over when my spouse or fiancée was deployed to the Sinai	1	2	3	4	5	
g. Initially, I dreaded my spouse or fiancée's return from the Sinai.....	1	2	3	4	5	
h. My spouse or fiancée is proud of how I handled things while he/she was away	1	2	3	4	5	
i. The separation while my spouse or fiancée was deployed to the Sinai was good for our relationship	1	2	3	4	5	
j. It took some time to adjust to being back with my spouse or fiancée when he/she returned from the Sinai	1	2	3	4	5	
k. I have adjusted to being back with my spouse or fiancée since he/she returned from the Sinai	1	2	3	4	5	
l. My spouse or fiancée is pretty much the same person he/she was when he/she went to the Sinai.....	1	2	3	4	5	
m. While my spouse or fiancée was in the Sinai, I learned to do things I never did before	1	2	3	4	5	
n. I miss the freedom I had while my spouse or fiancée was in the Sinai.....	1	2	3	4	5	
o. The child(ren) really looked forward to my spouse or fiancée's return from the Sinai	1	2	3	4	5	6
p. It took some time for my spouse or fiancée to adjust to changes in the child(ren) when he/she returned from the Sinai	1	2	3	4	5	6
q. It took our child(ren) some time to adjust when my spouse or fiancée returned from the Sinai	1	2	3	4	5	6
r. Our child(ren) has(have) adjusted to having him/her back	1	2	3	4	5	6

24. Please tell me whether you have experienced the following problems in the last 6 months.

				On a scale from 1 to 5, where 1 is Not at all stressful and 5 is Extremely stressful, how stressful was this during the last 6 months?				
				Not At All Stressful	Somewhat Stressful	Stressful	Very Stressful	Extremely Stressful
a. Have you felt loneliness?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (b)						
b. Have you had fears about your spouse or fiancée's safety?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (c)						
c. Have you had fears about your spouse or fiancée's physical health?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (d)						
d. Have you had fears about your own safety?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (e)						
e. Have you had problems communicating with your spouse or fiancée?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (f)						
f. Have you had financial difficulties?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (g)						
g. Have you had problems getting household or auto repairs?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (h)						
h. Have you had problems coping with interference from in-laws or family members?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (i)						
i. Have you either left a job or started a new job?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (j)						
j. Have you had problems because of rumors about what was happening in your spouse or fiancée's unit?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2						
	NA	3 (k)						
k. Have you had problems coping with your child(ren)'s problems?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2						
	NA	3 (l)						
l. Have you had problems with child care arrangements?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2						
	NA	3 (m)						
m. Have you experienced burnout as a family support group leader?	Yes.....	1	(IF YES) →	1	2	3	4	5
	No.....	2 (25)						

25. How many children 17 years or younger are living with you now?

26. What is the highest level of education you have completed?

Less than high school (no high school diploma, certificate, or GED).....	1
High school completed with diploma or GED.....	2
Some college/technical training	3
Associate degree	4
College degree.....	5
Postgraduate study or degree.....	6

27. Are you currently in school?

Yes.....	1
No.....	2

28. Which of the following best describes your civilian employment status at the present time?

Not applicable, I'm Active duty	1
Employed in my own full-time business (35 hours or more per week).....	2
Employed full-time (35 or more hours per week)	3
Employed part-time (less than 35 hours per week)	4
Not employed but looking for work.....	5
Not employed and not looking for work.....	6

**We appreciate the time you have spent
answering these questions.**

Commonly Asked Questions

What is the purpose of this study?/What is this survey about? The U.S. Army Research Institute is conducting this study as a follow-up to earlier research designed to learn more about the experiences you had while serving in the Sinai.

Who do you work for? I work for Westat, an independent research organization that has been contracted by the U.S. Army Research Institute to conduct this study. We are located in Rockville, Maryland.

How do I know you will keep this information confidential?/How will the results be published? We are required by law not to reveal any information other than to persons directly involved with the study. Survey results will be published only as statistical totals. No information which would permit the identification of any individual will be released or published.

How will the survey results be used?/ What will you do with this information? The results will be used for special studies and for the development of important policy decisions.

Do I have to do this?/Do I have to answer your questions? Of course it is not mandatory that you answer our questions, but your input and opinions are very important to the success of this survey.

How long will this take...I am too busy. The amount of time varies from person to person and averages about 20-25 minutes. We can conduct the interview during a time that is convenient for you.

I just don't have time for your survey. I'm too busy now. Call back next week. *(Such statements are usually a "put-off" tactic and will be continued when you call back. Try to retain control of the situation by establishing an appointment. For example:)* "I'd be happy to call back at a time more convenient to you. How about 8:00pm next Tuesday or Wednesday?... I'll look forward to talking with you then."

I'm not going to answer a lot of questions over the phone! Most people find the questions interesting. Let me start and you can see what they are like. **IF NECESSARY:** If there are any questions in particular that you don't want to answer, just tell me and we will skip over them.

I think this whole business is stupid. The money spent for this study could be spent more wisely, etc., etc. *(Occasionally you will encounter an argumentative respondent. In spite of their argumentative response, they tend to be persons who are really interested in the study, but want to tell what they feel before they will consent to be interviewed. Bear with them and hear them out! As long as they keep talking, they have not refused. Do not argue; simply make short, neutral comments to let them know you are listening. When they have finished, make a comment such as:)* Your opinions are very interesting and your answers will be important for the survey. Let's start now. *(Ask the first question).*

Commonly Asked Questions

I had a bad experience recently with someone taking a survey, so I don't think I want to participate. I'm sorry that your experience was a bad one. However, this is an important research effort sponsored by the U.S. Army Research Institute and we hope to make your contact with us a pleasant one.

Who is the sponsor for this study? The U.S. Army Research Institute (ARI), has contracted Westat to collect this information.

Who can I call at the Army Research Institute to verify this study? You may call Ms. Rose Rice at (703) 617 0313. Please be aware that this is not a toll free call.

How do I know the survey is legitimate?/How do I know you are really an interviewer for this survey? If you wish, you can speak to my supervisor now, or I can give you a toll-free 800 number to call my supervisor. (*TRC toll fee number 1-800-937 8282*).

Why don't you call someone else? It is important that we talk with you so that we can collect your opinions about the experiences you had about serving in the Sinai. We are planning to speak with everyone from your unit who was deployed.

How did you get my phone number?/How did you get my unlisted number? Your name and telephone number was given to us by the U.S. Army Research Institute as a participant of the Multi-national Force and Observers (MFO). (Your number is still unlisted.)

How did you get my Social Security number? Your name and social security number were given to us by the U.S. Army Research Institute as a participant of the Multi-national Force and Observers (MFO).

I have already answered a questionnaire like this, why are you asking these questions again? The U.S. Army Research Institute is interested in your experiences at several points in time; before, during, and after your deployment to the Sinai. Questions in this study ask about your experiences since you have returned.

Why are you interested in speaking with my (spouse/fiancé)? It is important that we fully understand the impact of your experiences in the Sinai, including the impact on your family. We will be speaking to everyone in your unit who was deployed to the Sinai and for those who are married or engaged, we are also interviewing their spouse or fiancé.

APPENDIX B

RESPONDENT INFORMATION SHEET

ZONE : EAS
CASEID: 1421

MFO STUDY
914611

RESPONDENT INFORMATION SHEET

NAME

: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[PII Redacted]

[REDACTED] : [REDACTED]

[PII Redacted]

[REDACTED] [REDACTED] [REDACTED]

[REDACTED] [REDACTED] [REDACTED]

[REDACTED] : [REDACTED] [REDACTED]

[PII Redacted]

[REDACTED] [REDACTED] [REDACTED]

FORMER TELEPHONE : () - 0

COMMENTS: _____

APPENDIX C
CALL RECORD

last

CALL RECORD

FILE KEY:

PREVIOUS DISPOSITION:

TOTAL CALLS:

FILE NAME:

TELEPHONE:

APP DATE/TIME:

INTERVIEWER INITIALS	DATE	TIME BEGUN	TIME ENDED	RESULTS	COMMENTS	CALL BACK INFO. DATE	D/E/W TIME
M. PELTZ	1/20	4:03P	4:11P	C			D
+0001.8							
+0002.6							
+0003.4							
+0004.2							
+0005.9							
+0006.7							
+0007.5							
+0008.3							
+0009.1							
+0010.9							

23

+49320	(1)	RING NO ANSWER	+67322	(C)	COMPLETE	+67496	(C1)	COMPLETE 1
+50328	(2)	FIRST REFUSAL/BREAKOFF	+80671	(PC)	PARTIAL COMPLETE	+67504	(C2)	COMPLETE 2
+51326	(3)	BUSY	+73320	(I)	INELIGIBLE	+67512	(C3)	COMPLETE 3
+52324	(4)	CALLBACK - NO APPT.	+79657	(OA)	OUT OF AREA	+83519	(S3)	SPECIFIC 3
+53322	(5)	CALLBACK - APPT.	+82669	(RB)	FINAL REFUSAL/BREAKOFF	+83527	(S4)	SPECIFIC 4
+54320	(6)	INITIAL LANG. PROB.	+76802	(LP)	FINAL LANGUAGE PROBLEM	+83824	(SR)	SPECIAL REFUSAL CODE
+55327	(7)	PROJECT SPECIFIC CODE	+79327	(O)	OTHER	+78493	(N1)	B.O. CHECK (Residential)
+56325	(8)	PROBLEM (Specify)	+78824	(NR)	NONRESIDENTIAL	+78501	(N2)	B.O. CHECK (Nonresidential)
+57323	(9)	MAILOUT NEEDED	+78659	(NA)	NO ANSWER	+78519	(N3)	B.O. CHECK (Working only)
+49486	(10)	TRACING NEEDED	+78873	(NW)	NON WORKING	+78527	(N4)	B.O. CHECK (Undetermined)
+49494	(11)	PROJECT SPECIFIC CODE	+78766	(NL)	NOT LOCATABLE			
+49502	(12)	PROJECT SPECIFIC CODE	+83493	(S1)	SPECIFIC 1			
+49510	(13)	PROJECT SPECIFIC CODE	+83501	(S2)	SPECIFIC 2			
+49528	(14)	PROJECT SPECIFIC CODE	+77677	(MC)	MAXIMUM CONTACT			

CASE ID

INT. CODE

1421

APPENDIX D
PROMPT LETTER

Dear XXX

The Army Research Institute (ARI) is conducting a study about the multi-national force and observers (MFO), 28th rotation. As a member of the MFO it is important that we speak with you about your experiences. To date, we have been unable to contact you by telephone, but need your help in completing our study.

Westat Inc., an independent survey research firm, has been hired by ARI to conduct a telephone interview with each MFO participant. More than 350 interviews have already been conducted. Please call Westat, toll free, at 1-800-638-8778 to participate in this important study. Interviewers are available to take your call from 9am-7pm, Monday through Friday, and 6-10pm on Sundays (EST).

If you have any questions, you may call Ms. Rose Rice at the Army Research Institute (703) 617-0313. This is not a toll-free call.

Sincerely,

John Rauch
Study Director, Westat, Inc.

Westat, Inc.	1-800-638-8778
9am - 7pm	Monday - Friday
6pm - 10pm	Sunday